

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post Belmopan, Belize	2. Agency Department of State	3a. Position Number 310901100227
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☒ No

4. Reason for Submission

- ☐ a. Redescription of duties: this position replaces
(Position Number) _____, (Title) _____ (Series) _____ (Grade) _____
- ☐ b. New Position _____
- ☒ c. Other (explain Vacant) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority FRC	Visa Assistant FSN-1415-07	FSN-07		03/04/2010
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) N/A	7. Name of Employee Vacant
8. Office / Section Consular Section	a. First Subdivision: Visa Unit
b. Second	b. Third Subdivision:
9. This is a complete and accurate description of the duties and responsibilities of my position Vacant _____ Printed Name of Employee _____ Signature of employee _____ Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position _____ Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy)
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)

13. Basic Function of Position

Incumbent performs a wide range of consular services including, but not limited to, pre-screening and accepting applications to be adjudicated by an officer, processing and issuing passing back approved visas, disseminating visa information and responding to public inquiries. The position also provides back up support to the Immigrant Visa, Anti-Fraud and American Citizen Services Units.

14. Major Duties and Responsibilities

_____ % OF TIME

15. Qualifications Required For Effective Performance

a. Education

Completion of Secondary School is required.

b. Prior Work Experience

Two years of progressively responsible office clerical and/or customer service experience is required. Customer service experience includes but is not limited to answering the telephone, filling orders, responding to written and oral inquiries, and assisting in the completion of forms or other official documents.

c. Post Entry Training

On-the-job training to include the use of various software and database applications such as Consular Consolidated Database (CCD), Consular Lookout and Support System (CLASS) Independent Name Check (INK), Petition Information Management System (PIMS), Department of Homeland Security's waiver request system (ARIS), consular application for Non-Immigrant Visas (NIV) which includes Special Advisory Opinion (SAO) module and the online database for managing the visa appointment system. Incumbent is also required to complete the PC-102-Immigration Law and Visa Operations and PC-103 Nationality Law/Consular Procedures on line courses. Incumbent is also required to attend the one week PC-121 NIV FSN Workshop and the FSN Fraud Prevention Workshop. Incumbent is also required to receive training on using the system for maintaining the Consular Section's public web pages. Cyber Security Awareness (PS800), PA-453 – Ethics Orientation for New LE Staff; PA459 – Protecting Personally Identifiable Information, PA-496 LE Staff Performance Management Evaluation (State 108379); Service; EX-251 - Annual Counterintelligence and Insider Threat Awareness Training course (14 State 94630).

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (spread).

Level IV (fluent working knowledge) speaking/reading/writing English is required. Level III (good working knowledge) speaking/reading/writing Spanish is required

e. Job Knowledge

Must possess good interpersonal skills and tact when handling public inquiries and must be able to work in a high stress, high volume productivity environment. Incumbent is required to pay keen attention to detail.

f. Skills and Abilities

Excellent attention to detail. Good working knowledge of MS applications (Access, Excel, Word, and Outlook). Typing speed of at least 30 words per minute is required. (This will be tested.)

16. Position elements

a. Supervision Received

Incumbent is directly supervised by the Non-immigrant Visa (NIV) Vice Consul.

b. Supervision Exercised

Incumbent provides working guidance supervision to the Temporary Visa Clerk during the peak summer season (May to September).

c. Available Guidelines

Consular Regulations: 7 FAM, 9 FAM and Immigration and Nationality Act (INA)



d. Exercise of Judgment

Incumbent must exercise judgment when sorting and handling visas, both to streamline the process and to detect fraud; must also handle the intake process with tact and good judgment to facilitate the queries of often-times frustrated applicants and American citizens.

e. Authority To Make Commitments

Incumbent must use judgment when scheduling appointments outside of normal interview hours for NIV applicants to ensure the smooth flow of the Consular Section.

f. Nature, Level, and Purpose of Contacts

Incumbent makes direct public contact with visa applicants and American citizens on a daily basis. Also, Passport and Immigration Office, the Belize Police Department, Vital Statistics Office, Human Services Department, Ministry of Foreign Affairs, Belize Defense Force/Coast Guard, other Embassies and Consulates and U.S. Wardens.

g. Time Expected to Reach Full Performance Level

One Year

14. MAJOR DUTIES AND RESPONSIBILITIES

Non- Immigrant Visas

70 % of the Time

Employee has primary responsibility for preparation, development, and final action on Non-Immigrant Visa (NIV) cases. This includes, but is not limited to, the following:

- Providing general information to the public on NIV processing and requirements.
- Drafting correspondence to NIV inquiries, including both written and emailed inquiries from the public and other Foreign Service posts.
- Accepting and pre-screening NIV applications from walk-in applicants, ensuring that the applications are complete and that all fees have been paid.
- Pre-screening NIV applications submitted by referrals.
- Accurately entering each applicant's data into file, using the camera system to capture the applicant's photograph digitally and transmitting (manually if necessary) the applicant's bio-data to the Consular Look-out and Support System (CLASS) database in Washington.
- Preparing each application for interview.
- Processing and printing approved NIV files, including proper placement of the foil in the applicant's passport.
- Drafting Security Advisory Opinion cables as appropriate using the NIV software's templates.
- Drafting ARIS waiver requests for electronic submission to US Department of Homeland Security, Customs and Border Protection.
- Confirming that visas foils have been properly issued and QA'd or spoiled.
- Maintaining and updating NIV files, including all refusals files, and purging such files according to the schedules in the Consular Management Handbook.
- Pre-screening electronic visa applications and noting discrepancies, errors and inconsistencies for action by the adjudicating consular officer.
- Maintaining knowledge of and ability to use certain functions of consular automated data processing systems, including CLASS, CCD, NIV, IVO, ACS+, INK and other CBP and State Department databases and resources as instructed.

In handling Non-Immigrant Visa packages, incumbent is required to thoroughly review submitted documents to bring fraudulent or suspected fraudulent documents or issues to the attention of the adjudicating officer.

Other

30 % of the Time

Employee provides additional administrative services to the consular section, including:

- Entering and validating U.S registration data for the Warden System.
- Interpreting and translating Creole/English and Spanish as required by FSOs.
- Maintain and update the non-immigrant visa public website.
- Maintaining the consulbelize@state.gov mailbox, responding to written inquiries from the public, maintaining a list of Frequently Asked Questions, and forwarding unresolved and/or complex questions to the appropriate officer for response.



- Coordinating with the Department of Homeland Security, maintaining current knowledge of entry requirements and procedures for different categories of travelers to the United States, and maintaining current knowledge of general processing and screening procedures at U.S. ports of entry.
- Back-Up Duties: Incumbent provides back-up services to the Immigrant Visa Unit, Fraud Prevention Unit and the American Citizen Services unit in the absences of staff in those sections, or as needed.

Note: “This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the supervisor.”